

Terms and Conditions of Sale

These terms and conditions of Attachments International, Inc. also known as Aii supersede any terms and conditions of customer where inconsistent.

Return Policy:

An RMA number is required PRIOR to returning product. Call 800-999-3003 for your Return Authorization Number.

All returns subject to inspection prior to acceptance.

All returns will be credited to customer's open account.

All returns 61 days and over from invoice date will have a 50% restocking fee applied, no exceptions.

No returns after 180 days - no exceptions.

Customers may return Aii products within 60 days from the invoice date with no fee under the following conditions:

- a. **An RMA number has been obtained PRIOR to returning product.**
- b. Product is in its **original unopened packaging.**
- c. A copy of the original invoice is included.
- d. All **opened** packages received within 60 days of invoice date will be subjected to inspection and a 50% restocking fee. All products must be in resalable condition.

NOTE: Original freight cost is non-refundable. Return freight cost is the customer's responsibility.

Returns **will not be accepted** if any of the following apply:

- a. If product is used or damaged, merchandise may be returned to customer.
- b. If freight is charged to Aii's account with FedEx, UPS (or any other carrier).
- c. If boxes/packaging are opened, merchandise may be returned to customer.
- d. All **opened** packages received within 60 days of invoice date will be subjected to inspection and a 50% restocking fee. All products must be in resalable condition.

Return Instructions:

- a. Wrap package securely and send in either a box or padded envelope.
- b. **DO NOT SEND MERCHANDISE IN A LETTER ENVELOPE.** (Aii will not be held responsible for its contents).
- c. Write your **RMA number** clearly on outside of package to expedite return.
- d. Insure your return merchandise accordingly.
- e. Attachments International is not responsible for any lost or damaged products returned to us.
- f. **Send return to:** Attachments International, **Returns Dept.**, 824 Cowan Road, Burlingame, CA 94010

Return Fees:

Returns 0 to 60 days from invoice date will be charged a 50% restocking fee only if package has been opened.

Returns 61 days and over from invoice date will have a 50% restocking fee applied, no exceptions.

COD packages refused by customer will be charged Shippers Return Fee.

Orders / Backorders:

An order from the customer is not deemed accepted until product is shipped by Attachments International or placed on backorder by Attachments International. Items on backorder will appear in the backorder column on the front of the invoice. Every effort will be made to notify the customer of a backorder or delay in shipment.

Special Orders:

Special order items can not be returned for credit or exchange.

Payment: (Net 30 Customers):

Payment is due in full within 30 days of invoice date.

Service Charges:

Service charges/Finance charges of 1 1/2 % per month, 18% per annum, will be implemented on balances carried over 30 days from invoice date.

Warranty:

Customer is limited to replacement of product if there is any defect in the product. Attachments International makes no warranty of any kind, expressed or implied, concerning the product. Customer waives the right to any consequential or incidental damages of any nature. Customer agrees to indemnify and hold Attachments International, and its offices, directors, employees, and agents, harmless from any claim of customer's end user for any alleged defect in the product.

Shipments:

Attachments International is not responsible for any delays in shipment caused by the courier.

Discrepancies:

Be sure to check your purchase immediately upon receipt.

Any discrepancies must be reported to our office within **48 hours** of receipt of shipment.

Shippers Return Fee will be charged to customers account if COD packages are refused by customer.

Attorneys Fees:

Customer agrees to pay reasonable attorneys fees and cost of collection, whether action is filed or not.